



## Visitor Fall Response Audit Checklist

Visitor falls, like patient falls, pose a potential safety issue, which may require further evaluation and assessment in order to determine the cause. This checklist can be used after a visitor fall to evaluate your staff response to a visitor fall and determine necessary corrective actions.

<b>Immediate Response to Visitor Fall</b>	<b>Yes</b>	<b>No</b>
Was immediate assistance provided to the visitor?		
Was the visitor appropriately transported to the emergency department or exam room for clinical evaluation, or is declination documented?		
Did nonclinical personnel (e.g., receptionists, housekeeping staff) respond appropriately by calling a code for clinical assistance and not attempting to lift the fallen visitor off the ground?		
<b>Post Fall Response</b>	<b>Yes</b>	<b>No</b>
Was a post-fall assessment completed upon discovery of the fallen visitor?		
Was the following information documented on an organization-approved event report form:		
The location of the fall?		
The date and time of the fall?		
A factual account of the fall and/or condition of the visitor at the time the fall was discovered?		
Names of those who witnessed or discovered the fall?		
A description of any sustained injuries?		
A list of environmental factors?		
A statement by the visitor regarding the fall?		
Was an accident investigation completed immediately following the discovery of the visitor's fall?		
Did the assessment of the scene include:		
Inspection of the site, equipment, and materials that were involved in the accident/incident?		
Was the site secured, especially in the case of a critical injury?		
Were photographs, sketches, and drawings of the accident/incident scene used to indicate sizes, distances, and weights of objects as appropriate?		
If there is a video of the fall, was the video saved appropriately?		
Did the response include interviewing:		
The visitor involved?		

Any eyewitnesses?		
Outside experts if applicable, i.e., suppliers, equipment designers?		
Were contributing factors considered, including people, equipment, material, environment, and processes?		
Are visitors who refuse to be seen ED asked to sign a refusal to be seen statement?		
Are visitors provided with information on planned follow-up to the incident (risk management contact, etc.)?		
<b>Accident/Incident Investigation Report</b>	<b>Yes</b>	<b>No</b>
Were all findings of the accident/incident investigation recorded on a standard investigation reporting form or application to ensure that all requirements of the written investigation procedure were captured?		
Notes:		

Medical Mutual's "Checklists" are offered as reference information only and are not intended to establish practice standards or serve as legal advice. MMIC recommends you obtain a legal opinion from a qualified attorney for any specific application to your practice.

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